

APPENDIX F

STEPHEN P. TEALE DATA CENTER BILLING RATES SCHEDULE CLIENT/SERVER SUPPORT SERVICES Effective January 1, 2002

NT SUPPORT SERVICES

The following monthly rates include the acquisition and upgrade of hardware and software, as well as staff support:

- Shared NT SQL server
 - Up to 9 GB storage per customer \$ 250.00
 - 10 to 17 GB storage per customer \$ 500.00
 - 18 to 26 GB storage per customer \$ 750.00
- **NOTE:** After reaching 27 GB storage on a shared NT SQL server, customers will be required to migrate to a dedicated NT SQL server.
- Dedicated single processor NT server with 27 GB storage \$1,250.00*
- Dedicated multi-processor (2 - 4 processors) NT server with 27 GB storage \$1,630.00*
- Additional storage (27 GB increments) \$ 30.00

The subscription rate includes the following services:

- Hard disk formatting, partitioning and setup
- System backup process (offsite and onsite)
- Security of the Client/Server and security scans
- Anti-virus protection
- Operating system upgrades, patches and fixes
- Capacity planning
- Server disk utilization monitoring
- Floor space, utilities and environmental
- Hardware maintenance contract (24 hours, 7 days per week)
- Microsoft Premier support for problem diagnostics (24 hours, 7 days per week)
- Monitoring by the Teale Network Operations Center (24 hours, 7 days per week)

OTHER SERVICES

- A one-time setup fee for the design and installation of a dedicated infrastructure is billed at the Teale published consulting rate of \$115 per hour (4 hours per server).
- Unplanned services, including problem resolution, are billed at the Teale published hourly consulting rates.

* Plus SQL database license fee.